

PRINT DEVICE ACQUISITION PROCESS

(“VENDOR” = current holder of State Master Contract)

ASSESSMENT

1. Agency Representative begins an SPO Determination Form for BOSS Led Procurements and sends it to Agency Procurement Officer.
2. Agency Representative notifies DoIT Print Management (DoIT.PrintMgmt@Illinois.gov) stating need to acquire (*either new or refresh of currently leased*) print device(s).
3. DoIT Print Management schedules a *VENDOR* assessment of your requirements to determine number and models of multi-function devices required. NOTE: *VENDOR* assessment will include discussion/review of requirements to retain or replace existing print devices with the following considerations and objectives:
 - eliminate all personal/local print devices (statewide)
 - re-size devices in accordance with type and volume utilization
 - reduce overall number of devices
 - maintain and/or increase functionality
 - increase efficiency of related services
 - reduce cost (both utilization and device maintenance)
4. Agency Representative, with the assistance of the Agency IT Coordinator and the *VENDOR*, completes (**Equipment Cost Justification Form - ECJF**) adhering to the following guidelines:
 - Document format and size cannot be altered
 - All on-site print and imaging function related devices must be listed, to include: standalone printers, network printers, desk top/local printers, copiers, fax machines, scanners, etc...
 - Print devices must be grouped according to geographic areas within the site (i.e. floor, wing, work area, etc...)
 - All information requested on the left side of the page is required (i.e. print volumes, devices, and costs)
5. Agency Representative sends the completed ECJF to DoIT Print Management (DoIT.PrintMgmt@Illinois.gov) for final review/revision. Email must specify:
 - Agency name
 - Agency Representative name
 - Site location
 - Dates of expiration for any current copier/print device leases
6. DoIT Print Management sends the ECJF to *VENDOR* for their electronic signature.
7. *VENDOR* returns signed ECJF to DoIT Print Management (DoIT.PrintMgmt@Illinois.gov).
8. DoIT Print Management sends approved and signed ECJF via email to Agency Representative.

SITE PREPARATION

1. Agency Representative, with assistance of Agency Telecom Coordinator, submits a **Telecommunications Service Request (TSR)** to DoIT for installation of LAN wiring/jack for any requested device to be located in an area without a LAN jack. *THIS WORK MAY REQUIRE SEVERAL WEEKS TO COMPLETE!*
2. Agency Representative submits a **work order** to appropriate Facilities staff for installation of electrical outlet for any
3. requested device to be located in an area without an electrical outlet in place. *THIS WORK MAY REQUIRE SEVERAL WEEKS TO COMPLETE!*

PROCUREMENT

NOTE: to ensure timely acquisition and installation, actions must be executed simultaneous to “PRE-INSTALL”

1. Agency Representative reviews the ECJF and signs in agreement.
2. Agency Representative forwards the ECJF to their SPO for signature.
3. See [BidBuy Copier Lease Instructions](#)

INSTALLATION

PRE-INSTALL

NOTE: to ensure timely acquisition and installation, actions must be executed simultaneous to “PROCUREMENT”

1. Agency submits **ESR (with Network Printer Install Information Form)** to DoIT (DoIT.ESR.AllAgencies@illinois.gov)
ESR activities scheduling contingent upon location, number of devices, submittal lead time, and DoIT service demand queue (typical turn-around is 20-24 business days from submittal and equipment acquisition)
2. DoIT assesses ESR and schedules date of install with all Stakeholders (DoIT, Agency, *VENDOR*)
Provides Agency a FAQ/Overview document describing install, duration of print interrupt/outage, link to Enterprise Printing Site and instructions

3. Agency notifies affected End Users of install date *Distributes DoIT provided FAQ/Overview document describing install, duration of print interrupt/outage, link to Enterprise Printing Site and instructions*

INSTALL (on day of scheduled installation)

1. DoIT (Wintel Admin, Wintel Software, Midrange UNIX, Mainframe Apps Support, LAN Svcs, EUC) establishes audio bridge with Agency contact and *VENDOR*
2. DoIT coordinates installation and configuration process with Agency contact and *VENDOR* *Agency contact may be asked to assist with installation (physical plugging, printing device configuration, attaching device logistical information labels, etc...)*

DoIT may or may not have staff on site – this will be pre-determined during PRE-INSTALL assessment (contingent upon site location, installation requirements, and Agency contact competencies)

3. Agency contact completes and attaches DoIT provided Information Label to new device
4. Agency contact notifies affected End Users to proceed with adding access to new device via Enterprise Printing Site *References FAQ/Overview document containing link to Enterprise Printing Site and instructions*

END USER TRAINING (on or immediately after day of scheduled installation)

1. Agency contact and *VENDOR* conduct functional device training with affected End Users

DEVICE REMOVAL/DISPOSAL

Leased Devices

1. Agency contact and *VENDOR* coordinate removal or lease expired device(s).

Agency Owned Devices

1. Agency coordinates and schedules removal/disposal of retired device(s) independent of DoIT.

DoIT Owned Devices

1. Agency Representative, with assistance of Agency IT Coordinator, submits an Enterprise Service Request (ESR) to DoIT for removal/disposal of retired devices.
2. DoIT assesses ESR and schedules date of retired device removal/disposal with Agency.
3. DoIT performs retired device removal/disposal.

BILLING

1. Upon completion of installation, Agency Representative will complete a Supplemental Document and send it to the appropriate *VENDOR* rep for signature. Lease will begin either on the day of installation or on a date following installation specified by the *VENDOR*. *VENDOR* currently bills on the first of the month following installation.

Print Device Acquisition Process Checklist

Required Forms	Date Completed	Sent To	Date Sent
Equipment Cost Justification Form (ECJF) See "Assessment" in Printer Device Acquisition Process			
Telecommunications Service Request (TSR) See "Site Preparation" in Printer Device Acquisition Process			
Enterprise Service Request (ESR) – Install See "Installation – Pre-Install" in Printer Device Acquisition Process			
Network Printer Install Information Form See "Installation – Pre-Install" in Printer Device Acquisition Process			
SPO Determination Form See "procurement" in Printer Device Acquisition Process			
Enterprise Service Request (ESR) – Removal See "Device Removal /Disposal" in Printer Device Acquisition Process			